

WEST END CLINIC

PRIVACY POLICY

This policy is to let our patients know how we can provide information to you, and how your personal information (including health information) is used within the practice, and any circumstances in which we may share your information with any third parties.

When is your consent necessary?

When registering as a patient at the practice, you are providing consent for all of our staff including GPs and all other practice staff to access and use your personal data in order that they can provide you with the best possible healthcare. Your personal information will only be accessed by the staff who need to have this access for the purposes on keeping your details up to date and for clinical purposes. If there are occasions when we need to use your data for any other purpose we will ask for additional consent from you. .

Why do we need to hold, share and use your personal data?

We need to have your personal information to provide healthcare services to you. Our main purpose for having this information is to allow us to manager your health.

What information do we hold?

Information held by us about you will include :-

- Name
- Date of birth
- Address
- Telephone number
- And any other contact details necessary

- **medical information including :-**
 - historical medical records
 - medications
 - allergies
 - immunisation records
 - social history/ family history and any other information that may be necessary to allow us to manage your healthcare
- voice recordings from telephone conversations
- Any digital images that may be stored on your medical record

Personal Data – how do we get this data?

Your Data is received in several different ways.

- When you register with our practice the practice staff will receive your personal via your registration document
- Providing medical services – we will allow us to receive further personal data
- Sometimes personal data may also be received from other sources. This can be because it is not practical or reasonable to collect it from you personally. This may include information from:
 - A guardian or another responsible person
 - Any other Healthcare providers:-
Specialists
Hospitals
Community Health Services.
- Personal data may be collected via.
 - Our website
 - By email
 - Telephone
 - Use online facilities to book appointments or communicate with us
 - Social Media

How is your Personal Data stored?

Personal data can be stored in various ways. All personal data is stored securely.

- Paper records are stored in locked cabinets.
- Electronic records are stored in a password protected information system.
- Recordings of telephone conversations are stored on a password protected information system

Confidentiality

All staff sign a confidentially agreement

When would we share your personal date?

Sometimes it will be necessary to share your personal data with :-

- Healthcare providers
- It it is requested and authorised by law
- If it is deemed necessary to your health and wellbeing and it is not practical to obtain consent from you.
- In regard to any dispute resolution process
- If necessary when providing medical services

Your data will only be accessed as and when necessary. Except during the course of providing medical services we will not share any personal data with any other parties without your consent.

We will not use your personal data for any marketing services directly to you without your express consent.

The Processing of your personal data is to allow direct patient care.

Your Rights

You do have rights under data protection laws with regard to your personal data.

Your rights are:-

- **Request access** – You can have access to any personal data that we hold about you.
- **Request correction** – You can request correction of any personal data that we hold is incorrect. We may need to verify the accuracy of any data that you tell us is incorrect.
- **Request removal** – You can request removal of any personal data
 - if there is no good reason for us to continue to process. You can request us to delete or remove any personal data.
 - You can also ask us to delete or remove any personal data that you have objected to processing (see below). This is if we have processed your information unlawfully or if we have been asked to remove personal data to comply with any laws.
 - **Note:** We may not always be able to comply with your request of removal for specific legal reasons. If this is the case you will be notified.
- **Objection to processing** – you can object to us processing personal data when we are relying on a third party and there is a reason that you want to object if you feel it impacts on your fundamental rights of freedom. If we are using your personal data for marketing purposes you have the right to object. Sometimes we may have legitimate reasons why we need to use your personal data which could override your rights to object.
- **Restriction requests** - you can ask us to suspend the processing of your personal data for the following reasons:
 - to establish the data accuracy
 - If use of data is unlawful
 - If data no longer required is needed for any legal purpose
 - If an objection has been lodged but verification is required whether or not we need to override the request on legitimate grounds.
- **Transfer Request** – to you or a third party. You or a third party that you have chosen can be sent information with consent.
- **Withdrawal of consent** - you can withdraw consent at any time where we are relying on consent to process your personal data. This will not affect the lawfulness of any processing carried out before you withdraw your consent. If you do withdraw consent this could impact on the services that we provide to you. You would be advised at the time of withdrawing consent if this is the case.

How to access and correct your personal data?

You can request to access and correct your personal data.

If you require access to your personal data this will need to be requested in writing and we will respond to your request within a reasonable time frame. (i.e. 30 days)

Please write to:-

West End Clinic
West End Lane
Rossington
Doncaster
DN11 0PQ

We will take steps to correct your personal information from time to time where the data held is not accurate or up to date. We may ask you to verify that your personal data is correct. You can ask us to update your personal data these requests should be made in writing to:-

The Practice Manager
West End Clinic
West End Lane
Rossington
Doncaster
DN11 0PQ

Records (length of retention)

Records are retained until death or until a patient de-registers from the practice.

The Data Controller

The Practice is the Data Controller

Contact: West End Clinic
West End Lane
Rossington
Doncaster
DN11 0PQ

Data Protection Officer

Dr Dean Eggitt – who can be contacted in writing to:-

Address: The Oakwood Surgery
Masham Road
Cantley
Doncaster – DN4 6BU

Privacy complaint

Complaints and concerns regarding privacy are taken very seriously. If you have any concerns regarding privacy, you will need to put it in writing and send to:-

The Practice Manager
West End Clinic
West End Lane
Rossington
Doncaster
DN11 0PQ

Once a complaint has been received we will endeavour to resolve this as quickly as possible. (30 days)

You can also contact the ICO (Information Commissioner's Office)

For further information visit

<https://ico.org.uk/>

Tel: 0303 123 1113.